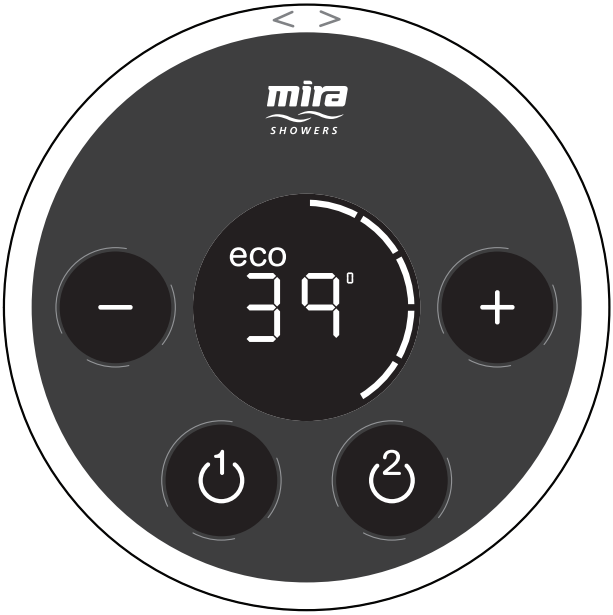
Mira Platinum Dual



These instructions must be left with the user

User Guide

Showering perfection

mira SHOWERS

INTRODUCTION

General

Thank you for purchasing a quality Mira product. To enjoy the full potential of your new product, please take the time to read this guide thoroughly and keep it handy for future reference.

The Mira Platinum Dual Wireless Controller is a remote user interface and controls the following functions:

- Maximum Showering Water Temperature
- Eco Mode
- Warm-Up Mode
- Clock
- Flow Range
- Shower Run Duration
- Bath Fill Mode

This guide covers the setting and use of these functions and includes a trouble shooting guide should the appliance not function as expected. For issues relating to the installation of the appliance or other associated products, please refer to the relevant Installation Guide (s) or contact our Customer Services Team. (Details in the back of this guide.)

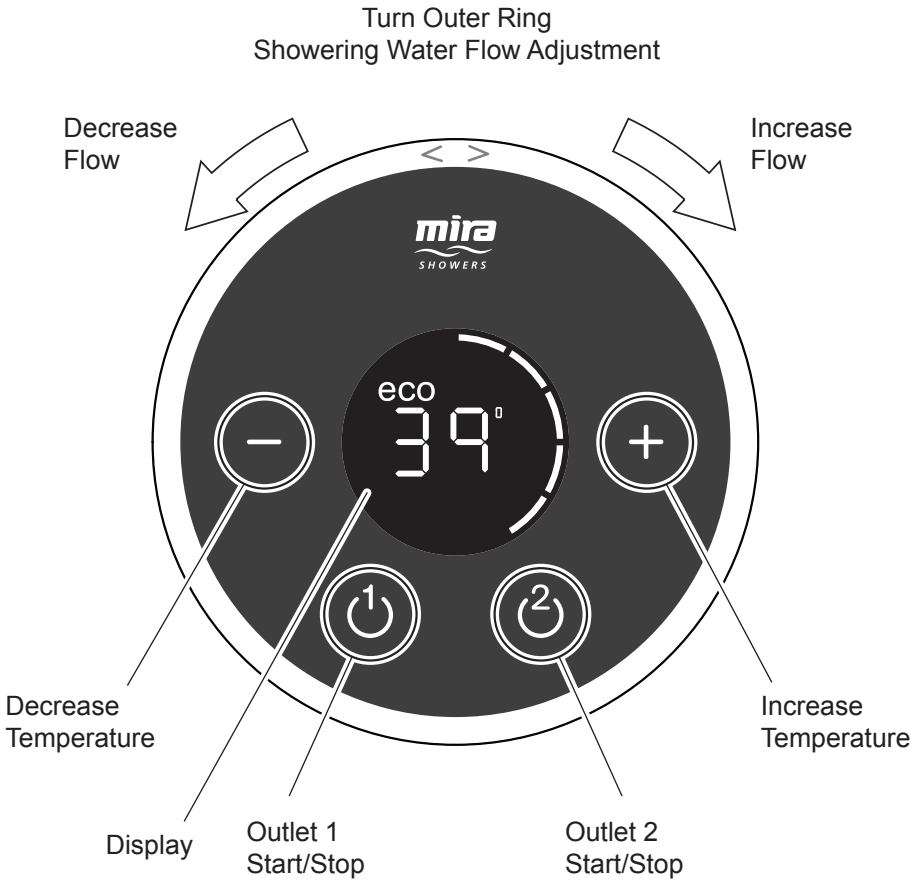
NOTE! ALL FUNCTIONS ARE ONLY AVAILABLE AFTER THE CONTROLLER HAS BEEN ASSIGNED TO A MIRA PLATINUM DUAL DIGITAL MIXER VALVE. (See Mira Platinum Dual Outlet Installation Guide.)

SAFETY INFORMATION

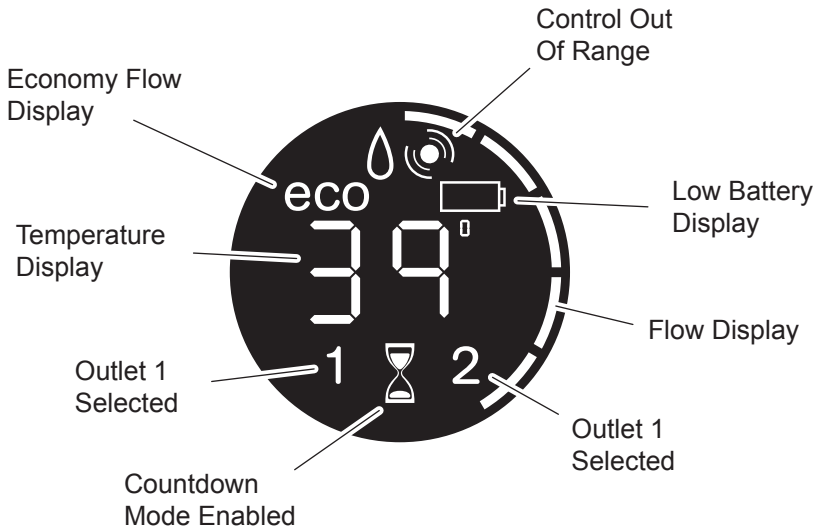
1. Make sure that you fully understand how to operate this shower and make sure that it is properly maintained in accordance with the instructions given in this manual.

2. Sunburn or skin conditions can increase your sensitivity to hot water. Make sure that you set the shower to a cooler temperature.

CONTROL LAYOUT



DISPLAY SYMBOLS



USING THE SHOWER

Switch On/Off

▶ Press "⏻" or "⏻" to start or stop shower.

Temperature and flow settings will be same as when last used.

After a short period, display will dim to help extend battery life.

Approximately 5 seconds after shower has stopped, display will turn off automatically.

Shower will not run continuously for more than 30 minutes before stopping automatically (5 minutes when "**ECO**" function is set to "**on**") **Note!** The shower duration can be further defined by the user within the function menu.

When "**Warm-Up**" function is "**on**", there will be a short delay (5 seconds) before water flows from shower.

Adjust Temperature

▶ While shower is running, press “ **+** ” or “ **-** ” to adjust temperature. Showering temperature appears on display in degrees Celsius (°C).

Adjust Flow

▶ Turn outer ring clockwise or anticlockwise to adjust flow. Showering flow level appears on display in white segments.

FUNCTIONS

The following functions can be altered individually to adjust how the shower operates:

F1 - Maximum Showering Water Temperature. Adjustable per outlet, this is the temperature the shower cannot go beyond when in use.

F2 - Eco. The shower will stop automatically after 5 minutes. When this setting is enabled, maximum available showering flow is limited to half the flow normally produced. "**ECO**" symbol is displayed. When setting is "**off**", maximum showering flow will be at full flow. "**ECO**" symbol goes out when more than half flow is selected.

F3 - Warm-Up. When this setting is enabled and the shower is started, there is a short delay (5 seconds) before water flows and temperature display will flash to indicate shower is waiting for selected display temperature to be achieved. The shower stops when temperature has been reached and shower is ready for use, press "⏻" as normal. If temperature cannot be found, shower will stop automatically after 5 minutes.

Temperature display does not flash if "**Warm up**" has not been enabled, shower operates as normal.

Note! When used with some combination boilers, the warm-up function may be impaired. This is due to the functional nature of combination boilers.

F4 - Clock Setting. To set the time.

F5 - Clock Display. When Clock Display is "**on**", time is displayed when shower has stopped, or after 10 seconds of inactivity whilst the shower is running. When Clock Display is "**off**", the time is replaced by the showering temperature.

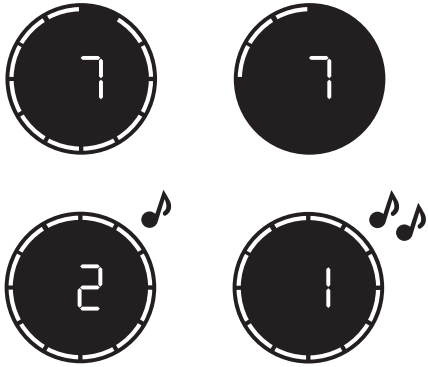
on

off

F6 - Flow Range. For use with High Pressure/Combi Valve version only. The water flow rate (showering force) can be adjusted to within a desired range by setting a low point and a high point. During adjustment the shower will need to be started.

F7 - Control Frequency. An unreliable functioning of the appliance (not always able to change settings of shower) may indicate radio interference by another device transmitting locally on same channel. Changing channel may resolve this problem.

F8 - Count Down Display Enable. If enabled, the remaining shower time is shown instead of the clock. During the countdown the outer display segments will fade while passing through the full 360° but re-illuminate as each minute elapses, the Wireless User Interface will emit a single beep when 2 minutes are left on the countdown and 2 beeps as the final minute passes. For the final 10 seconds of showering the display is fully illuminated.



F9 - Shower Run time. If previous function (**F8 - Count Down Enable)** has been activated the operating duration of the shower can be adjusted in 1 minute increments of between 1 - 30 minutes.

F10 - Bath Fill Mode. Enables or disables bath fill mode, when bath fill mode is enabled the following features are available:

Bath Fill Duration and Temperature Allows the bath fill run time and temperature to be adusted.

- Bath Fill Duration - 1 - 20 minutes
- Bath Fill Temperature - 30° - 48°C

Bath Fill Learn Mode. Allows the Wireless User Interface to memorise both the temperature of water and the time duration required for the digital mixer valve to supply water to the bath.

FUNCTION MENU

Enter the Function Menu

Note! If the display of the Wireless User Interface is asleep press buttons "**+**" and "⏻" simultaneously to 'wake' it before attempting to enter Function Menu.

▶ Press and hold "**+**" and "⏻" buttons simultaneously for approximately 5 - 10 seconds until "**End**" is displayed on the unit. The function menu can now be entered.

▶ Use "**+**" or "**-**" to cycle through functions, press "⏻" to enter a function.

(See following sections in this guide for details on each function and how to alter their settings.) **Note!** If signal loss occurs during a function change, "**Err**" will appear on display.
Press "⏻" to clear and retry function change.

Exit the Function Menu

▶ When finished, use “**+**” or “**-**” buttons to cycle back through functions until “**End**” appears. Press “⏻” to exit.

▶ Control is ready to use within 10 seconds of exiting the menu.

▶ If necessary, test shower to see if functions are working as expected.

CHANGING FUNCTIONS/SETTINGS

Maximum Showering Water Temperature

Factory default “**45°C**”.

▶ Cycle menu to “**F 1**” and press “⏻” to enter, then press “**+**” or “**-**” to toggle between which outlet you wish to set the maximum showering temperature to. The outlet selected will be indicated on the display.

01 = Outlet 1

02 = Outlet 2

▶ Press “⏻” to confirm the outlet you wish to set the maximum showering temperature to.

▶ Press “**+**” or “**-**” to adjust temperature.
Maximum = 48°C
Minimum = 38°C

▶ Press “⏻” to set.

▶ Press “⏻” to exit back to Function Menu. See section **“Exit the Function Menu”**.

Eco

Factory default “**off**”.

▶ Cycle menu to “**F 2**” and press “⏻”.

▶ Press “**+**” or “**-**” to change setting “**on**” or “**off**”.

▶ Press “⏻” to set.

▶ Press “⏻” to exit back to Function Menu. See section **“Exit the Function Menu”**.

Warm-Up

Factory default “**off**”.
Note! Function will not work with combination boilers.

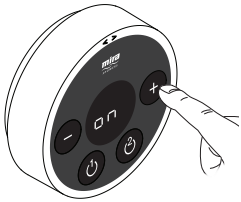
▶ Cycle menu to “**F 3**” and press “⏻”.

▶ Press “**+**” or “**-**” to change setting:

SEL Selected outlet will warm up.

ALL Both outlets will warm up, regardless of whether outlet “⏻1” or “⏻2” has been selected.

OFF Warm up function disabled.



▶ Press “⏻1” to set.

▶ Press “⏻1” to exit back to Function Menu.
See section **“Exit the Function Menu”**.

Clock Setting

Factory default **“04:00”** (**“10:00”** once successfully paired to a digital mixer valve and batteries removed / re-inserted)

▶ Cycle menu to “**F 4**” and press “⏻”.

▶ Press “**-**” to change hour setting. Hours will count downwards.

▶ Press “**+**” to change minute setting. Minutes will count upwards.

▶ Press “⏻” to set time and exit back to Function Menu. See section **“Exit the Function Menu”**.

Clock Display

Factory default “**on**”.

▶ Cycle menu to “**F 5**” and press “⏻”.

▶ Press “**+**” or “**-**” to change setting “**on**” or “**off**”.

▶ Press “⏻” to set.

▶ Press “⏻” to exit back to Function Menu. See section **“Exit the Function Menu”**.

Flow Range

For use with High Pressure / Combi Valve version only.
Factory default "**1 - 99**"

▶ Cycle menu to "**F 6**" and press "⏻" to enter, then press "**+**" or "**-**" to toggle between which outlet you wish to adjust the flow range of. The outlet selected will be indicated on the display.

01 = Outlet 1

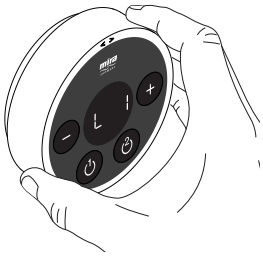
02 = Outlet 2

▶ Press "⏻" to confirm the outlet you wish to set the flow range to.

▶ "**on**" is displayed, press "⏻" to start shower.

Note! To exit before commencing "**Flow Range**" adjustment press " ⏻" and "**ESC**" will be displayed, press " ⏻ " to confirm exit.

▶ Lower limit is displayed, e.g. "**L 1**". Turn the chrome outer ring to adjust flow to desired lower limit 1-99.



▶ Press "⏻" to set lower limit.

▶ Higher limit is displayed, e.g. "**H 99**". Turn the chrome outer ring adjust flow to desired higher limit 1-99. (Most plumbing systems may achieve maximum flow before 99.)

▶ Press "⏻" to set higher limit.

▶ Press "⏻" to exit back to Function Menu. See section **"Exit the Function Menu"**.

Control Frequency

Factory default “**1**”.
Note! This should only be changed if you are experiencing wireless intererence.

▶ Cycle menu to “**F 7**” and press “⏻”.

▶ Press “**+**” or “**-**” to change channel “**1-7**”.

▶ Press “⏻” to set.

▶ Press “⏻” to exit back to Function Menu. See section **“Exit the Function Menu”**. **Note!** If you wish to use more than one controller the additional controller will need to be **re-registered,** Refer to section **“Re-Registering”** in the Platinum Dual Installation Guide.

Countdown Enable

Factory default “**off** “.

▶ Cycle menu to “**F 8**” and press “⏻”.

▶ Press “**+**” or “**-**” to change setting “**on**” or “**off** ”.

▶ Press “⏻” to set.

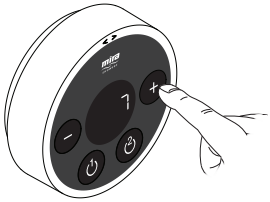
▶ Press “⏻” to exit back to Function Menu. See section **“Exit the Function Menu”**.

Shower Run Time

Factory default “**30 minutes**“.

▶ Cycle menu to “**F 9**” and press “⏻”.

▶ Press “**+**” or “**-**” to change the amount of time the shower will run before switching itself off.
Adjustable between 1 - 30 minutes.



▶ Press “⏻” to set.

▶ Press “⏻” to exit back to Function Menu.
See section **“Exit the Function Menu”**.

Bath Fill Mode

Factory default “**off** ”.

▶ Cycle menu to “**F 10**” and press “⏻”.

▶ Press “**+**” or “**-**” to toggle between options “**on**” ,”**Lrn**” and “**off**”. **Note!** selecting either **‘on’** and **‘Lrn’** will enable further options in the function menu:

on = see “**Bath Fill Duration and Temperature**”

Lrn = see “**Bath Fill Learn Mode**”

OFF = continue below

▶ Press “⏻” to set.

▶ Press “⏻” to exit back to Function Menu. See section **“Exit the Function Menu”**.

Bath Fill Duration and Temperature - (ON)

▶ Cycle through menu and set **“Bath Fill Mode”** to **“on”**.

▶ Press “**+**” or “**-**” to toggle between which outlet you have selected to use as a bath fill. The outlet selected will be indicated on the display.

01 = Outlet 1

02 = Outlet 2

▶ Press “⏻” to select.

▶ Press “**+**” or “**-**” to change the amount of time the digital mixer will supply water to the outlet selected as a bath fill then press “⏻” to confirm.
Adjustable between 1 - 20 minutes.

▶ Press “**+**” or “**-**” to adjust the temperature of the water supplied to the outlet selected as a bath fill. Adjustable between 30° - 48°C. **Note!** The maximum temperature set in function F 1 will reflect the maximum selectable outlet temperature in Bath Fill Mode.

▶ Press “⏻” to set.

▶ Press “⏻” to exit back to Function Menu. See section **“Exit the Function Menu”**.

Bath Fill Learn Mode - (Lrn)

Note! This function allows you to set Bath Fill parameters by actually filing the bath.

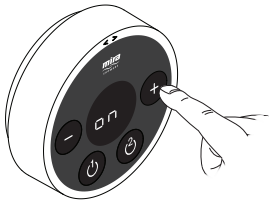
▶ Cycle through menu and set **"Bath Fill Mode"** to **"Lrn",** press "⏻" to select.

▶ Press "**+**" or "**-**" to toggle between which outlet has been selected as a bath fill. The outlet selected will be indicated on the display.

01 = Outlet 1

02 = Outlet 2

▶ Press "⏻" to select the outlet, "**on**" is displayed.



▶ Press "⏻" and the selected digital mixer valve outlet will open and water will flow, "**Lrn**" and the outlet selected are displayed.

▶ Press “**+**” or “**-**” to adjust temperature.
Maximum = 48°C
Minimum = 30°C

▶ When the water has reached the desired level and temperature press “⏻” to store the information.

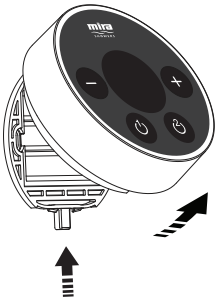
▶ Press “⏻” to exit back to Function Menu. See section **“Exit the Function Menu”**.

▶ **Note!** To exit at any stage of “**Bath Fill Learn Mode**” press “⏻” and “**Esc**” will be displayed, press “⏻” to confirm you wish to exit and the wireless controller will return to the **“F 10”** screen.

REPLACING THE BATTERIES

Change the batteries when the low battery symbol is displayed.

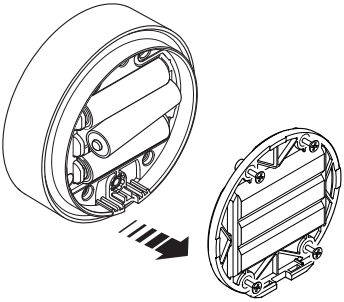
To access the batteries, the controller must be removed from the wall.



- Press button to release and remove the controller from the wall.

- Make sure the controller is dry before removing the battery cover. Turn unit over to remove the battery cover by loosening the 4 screws with a pozi drive screwdriver.

  Note! The screws remain attached to the battery lid.



- Remove and replace all batteries. Make sure all 3 replacement batteries are of the same brand and type. Do not use rechargeable batteries.

- When refitting the battery cover, make sure the blue seal is clean of dirt and debris. Make sure the cover is secured firmly, but do not overtighten the screws.

- Hook controller on top of bracket and push firmly until controller “clicks” back into place.

- If necesary, test shower to see if functions are working as expected.

FAULT DIAGNOSIS

Error Codes

A specific problem relating to the electronic function of the shower will result in an error code being displayed on the control. The display will briefly flash **"Err"** followed by the error code number.

Over Temperature at Control Sensor (E3 - E7)

1. Turn Digital Mixer off for 10 seconds. Turn back on and allow 15 seconds to reset.
2. If shower operation does not return to normal, make sure hot and cold inlets are not reversed.
3. If shower operation does not return to normal, make sure inlet filters and check valve cartridges are clean.
4. If shower operation does not return to normal, check the water supplies to the valve are within the correct temperature and pressure ranges. See "**Mira Platinum Installation Guide - Specifications**".
5. If problem still occurs, make a note of the error code and contact our Customer Services Team.

Control Sensor (E4)

1. Turn Digital Mixer off for 15 seconds. Turn back on and allow 15 seconds to reset.
2. If shower operation does not return to normal, replace Thermistor. **(To be performed by competent tradesperson only!)**
3. If problem still occurs, make a note of the error code and contact our Customer Services Team.

Control Sensor or PCB Relay (E36)

1. Turn Digital Mixer off for 15 seconds. Turn back on and allow 15 seconds to reset.
2. If shower operation does not return to normal, replace Thermistor. **(To be performed by competent tradesperson only!)**
3. If shower operation does not return to normal, replace PCB. **(To be performed by competent tradesperson only!)**
4. If problem still occurs, make a note of the error code and contact our Customer Services Team.

Digital Mixer Temperature Motor (E61)

1. Turn Digital Mixer off for 15 seconds. Turn back on and allow 15 seconds to reset.
2. If shower operation does not return to normal, check and, if necessary, replace Mixer Valve. **(To be performed by competent tradesperson only!)**
3. If problem still occurs, make a note of the error code and contact our Customer Services Team.

Digital Mixer PCB Error.

1. Turn Digital Mixer off for 15 seconds. Turn back on and allow 15 seconds to reset.
2. If problem still occurs, make a note of the error code and contact our Customer Services Team.

Replace batteries.

Control out of range.

Error During Function Change

Displayed if there is a signal loss between the Wireless Control Unit and the Digital Mixer whilst a function setting is being altered. Or, If the valve is not ready wait for 10 seconds after entering programming menu.

Press **"⏻"** to clear the display and retry the function change.

General Faults

Malfunction	Cause	Remedy
No display.	The batteries are flat or incorrectly fitted.	Check and rectify.
Shower will not operate.	Water supply isolated.	Check water supply.
	Flat batteries.	Replace batteries.
+	Electrical supply isolated or fuse blown.	Check electrical supply. If fuse blown, replace Digital Mixer Valve PCB.
+	No connection to Digital Mixer. Control out of range.	Reset and recommission. Refer to Installation Guide
	Digital Mixer malfunction.	Isolate electrical supply and reset after 30 seconds If problem persists, contact our Customer Services Team.
No flow or low flow from Shower Fittings.	Showerhead blocked.	Check and clean.
	Faulty Checkvalve in Showerhead.	Check and clear or replace Checkvalve.
	Hose blocked or twisted.	Check and clean or release twist.
	Digital Mixer malfunction.	Contact our Customer Services Team.
	"**L**" and or "**H**" values set too low in Flow Range (F6).	Change to higher setting.
Drip from Showerhead.	A small amount of water may be retained in showerhead after showering. This may drain over a few minutes.	This is normal. Changing position of Showerhead may vary draining time.
Shower not hot enough.	Maximum showering temperature set too low.	Increase maximum showering temperature (Function F1).
	Digital Mixer fitted incorrectly.	Make sure hot and cold water supplies are connected correctly and delivering a constant flow and temperature within the required limits. See "**Specifications**" in the "**Mira Platinum Dual Outlet Installation Guide**". If problem persists, contact our Customer Services Team.
Incorrect or fluctuating temperature.	Controller out of range.	Refer to "**Fault Diagnosis**" in the "**Digital Mixer Installation Guide**".
	Radio interference.	
	Warm up feature is being used with combi-boiler.	

Fluctuating or reduced flow.	Filters blocked. Water pressure too low. Flow rate is too low. Fluctuating water temperature.	Refer to "**Fault Diagnosis**" in the "**Digital Mixer Installation Guide**".
Maximum blend temperature too hot or too cold.	Incorrect maximum temperature setting.	Refer to **"Maximum Shower Water Temperature"** in the "**Digital Mixer Installation Guide**".
Continuous flow. Shower will not shut off.	Wireless Controller or Digital Mixer Valve failure.	Isolate power and water supplies. Contact our Customer Services Team.
Shower runs for a short time (30 - 60 seconds) then flow reduces, splutters or stops. Worst when other hot taps are in use. Less evident when shower is on full cold.	Air is being sucked down the vent pipe. (Pumped product / gravity fed system). Warm up setting inadvertently selected.	The hot draw off pipe is positioned too high in relation to the lowest water level of the cold water cistern (100 mm min, refer to **"Gravity Fed Showers"** diagram in the "**Digital Mixer Installation Guide**". Consider increasing size of cold feed pipe to cylinder to 28 mm diameter. Disable Warm-Up feature. Refer to **'Function Menu' - "Warm-Up"**.
Shower runs for a short time (3 - 5 minutes)	Cistern capacity insufficient (230 litres minimum required). Eco setting selected. **"Shower Run Time"** enabled. **"Bath Fill Mode"** enabled.	Increase cistern size. Disable Eco feature. Refer to **'Function Menu' - "Eco"**. Increase shower run time or disable feature. Refer to **'Function Menu' - "Shower Run Time"**. Disable Bath Fill feature. Refer to **'Function Menu' - "Bath Fill Mode "**.
Shower runs cool after a short time (1 - 2 minutes) then flow splutters.	Air ingress into hot pipework.	Refer to plumbing system diagrams under **"Installation"** in the "**Digital Mixer Installation Guide**".for correct connection.
Shower runs cold after 5 - 10 minutes.	Insufficient storage of hot water in cylinder.	Increase storage of hot water.

CLEANING

Many household cleaners contain abrasives and chemical substances, and should not be used for cleaning chrome plated or plastic fittings. These finishes should be cleaned with a mild washing up detergent or soap solution, and then wiped dry using a soft cloth.

DISPOSAL AND RECYCLING

End of Product Life

When the appliance has reached the end of its serviceable life, it should be disposed of in a safe manner and in accordance with current local authority recycling or waste disposal policy.

Batteries

Spent batteries should not be disposed of with your normal household waste. Contact your local authority for information on waste disposal and recycling.

This symbol on the product or its packaging indicates that this product should not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local council office, your household waste disposal service or the shop where you purchased the product.

CUSTOMER SERVICE

Guarantee

Your product has the benefit of our manufacturer's guarantee which starts from the date of purchase.
To activate this guarantee, please return your completed registration card, visit our website or free phone 0800 0731248 within 30 days of purchase (UK only).

Within the guarantee period we will resolve defects in materials or workmanship, free of charge, by repairing or replacing parts or product as we may choose.

This guarantee is in addition to your statutory rights and is subject to the following conditions:

- The guarantee applies solely to the original installation under normal use and to the original purchaser only. The product must be installed and maintained in accordance with the instructions given in this user guide.
- Servicing must only be undertaken by us or our appointed representative. **Note!** if a service visit is required the product must be fully installed and connected to services.
- Repair under this guarantee does not extend the original expiry date. The guarantee on any replacement parts or product ends at the original expiry date.
- For shower fittings or consumable items we reserve the right to supply replacement parts only.

The guarantee does not cover:

- Call out charges for non product faults (such as damage or performance issues arising from incorrect installation, improper use, inappropriate cleaning, lack of maintenance, build up of limescale, frost damage, corrosion, system debris or blocked filters) or where no fault has been found with the product.
- Water or electrical supply, waste and isolation issues.
- Compensation for loss of use of the product or consequential loss of any kind.
- Damage or defects caused if the product is repaired or modified by persons not authorised by us or our appointed representative.
- Routine maintenance or replacement parts to comply with the requirements of the TMV 2 or TMV 3 healthcare schemes.
- Accidental or wilful damage.
- Products purchased ex-showroom display.

What to do if something goes wrong

If your product does not work correctly refer to this manual for fault diagnosis and check that it is installed and commissioned in accordance with our instructions.
If this does not resolve the issue, contact us for help and advice.

Extended Guarantees

A selection of protection plans are available that enable you to cover repair bills (excludes Eire). Ring 01922 471763 for more details.

Helpdesk Service - Ring our Customer Services Team for product advice, to purchase spare parts or accessories or to set up service visit. You can contact us via phone or e-mail, details below. Please provide your model name, power rating (if applicable) and date of purchase.

Mira Showers Website (www.mirashowers.co.uk)
Visit our website to register your guarantee, download user guides, diagnose faults, purchase our full range of accessories and popular spares, or request a service visit.

Spares and Accessories - We hold the largest stocks of genuine Mira spares and accessories. Contact us for a price or visit our website to purchase items from our accessory range and popular spares.

Service/Repairs - No one knows our products better than our nationwide team of Service Technicians. We can carry out service or repair work to your product both during and after the guarantee period. Ask about our fixed price service repairs.

To Contact Us: UK

0844 571 5000

Fax: 01 242 282595

E-mail: Visit **www.mirashowers.co.uk/contactus**

Mira Customer Services Dept, Cromwell Road, Cheltenham, Gloucestershire, GL52 5EP

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Fax: Dublin 01 459 2329

E-mail: sales@modernplant.ie

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FM 14648